



Session 19

Common Origination and Disbursement (COD) Open Forum

In this session...

- COD Issue Resolution Process
- Customer Service Feedback
- Customer Service Top School Call Reasons



COD Issue Resolution Process

- In an effort to resolve COD System issues in a more responsive time frame, the COD team implemented a new approach for issue resolution.
- The new process includes a review of every new issue and prioritization of the issue based on several criteria. These criteria include:
 - Number of students affected
 - Number of schools affected
 - Impacts to school funding
- This new method ensures resources are being focused on the overall critical areas.





COD Issue Resolution Process

- Schools can assist by reporting concerns to the COD School Relations Center. Schools should include in their report:
 - Specific examples of the issue
 - How the issue impacts your school and/or students
- Issue information is forwarded to the COD Issue Resolution team where it is used to determine prioritization of the issue.





COD Issue Resolution Process

- As technical resources become available, additional issues are assigned and resolved.
- Updates about high priority issues are discussed in the Daily COD Processing Updates available on the COD Web Site.
- Updates to your school's individual issues will continue to be communicated to you through your Customer Service Representative.



COD Outreach and Primary CSR Feedback

- In January 2004, COD School Relations informally asked schools for their feedback on email and phone outreach that is conducted by Customer Service.
- Email was sent to all schools describing current outreach efforts and asking for feedback by March 1, 2004.
 - Email sent to Financial Aid Administrator e-mail address listed in COD.



COD Outreach and Primary CSR Feedback

- Feedback questions asked:
 - Do schools feel that COD is performing enough outreach? If not, what would be useful for you?
 - Do you have any ideas about future outreach efforts?
 - Do you prefer to be contacted via phone or email?
 - Do you have any additional comments?

- Received 200+ responses from a large variety of schools.



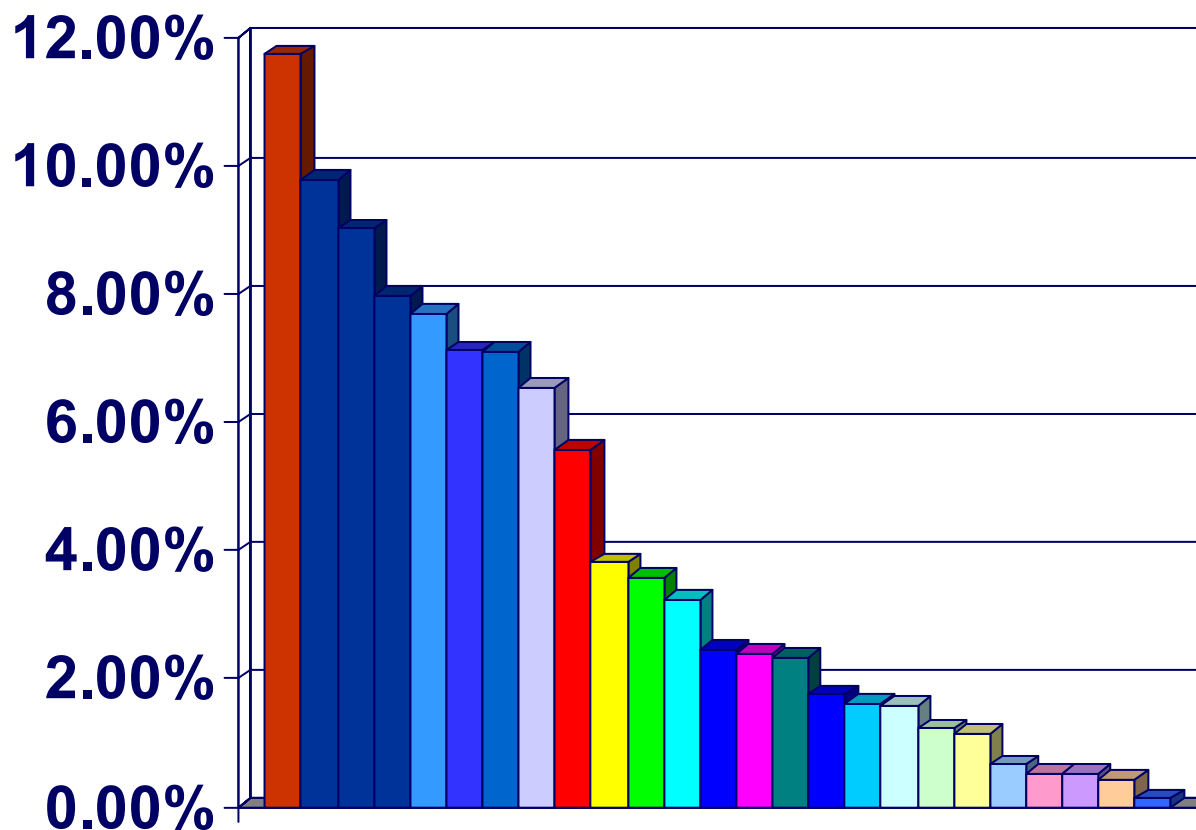


COD Outreach and Primary CSR Feedback

- Preliminary results have found:
 - Schools are very satisfied with current outreach efforts by Customer Service.
 - Most schools work with their Primary CSR on a regular basis.
- Customer Service is currently reviewing all the suggestions received to determine any future changes.
- **Thank you to all schools that participated!**



COD School Relations Call Reasons



**School Relations Call Reasons-
February 2004**

- PNOTE QUESTIONS
- PELL DISBURSEMENTS
- PELL FUNDING
- REJECTED RECORDS
- REPORT REQUESTS
- BATCH PROCESSING
- PASSWORD RESET/COD
- POP
- PELL AWARD
- ACKNOWLEDGEMENT
- DIRECT LOAN DISBURSEMENT
- TRANSFER NON COD
- DIRECT LOAN AWARD
- PLUS AWARDS
- DIRECT LOAN FUNDING
- PUBLICATION FULFILLMENT
- RECONCILIATION
- COD WEB PROBLEM
- FULL PARTICIPANT
- CORRESPONDENCE
- PLUS CREDIT CHECK
- XML QUESTION
- SOFTWARE PROBLEM
- COD OPTIONS
- SCHOOL TESTING



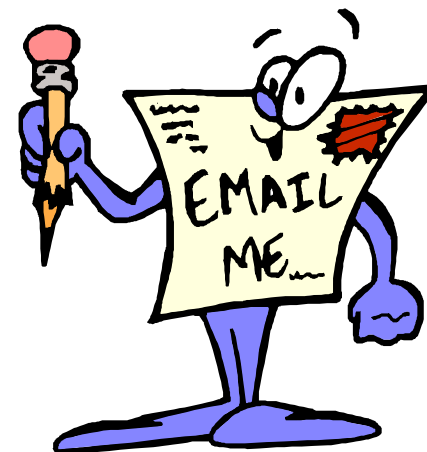
Other COD Sessions

- **Session 18: COD 101: The Basics**
- **Session 20: COD Update**

***COD School Relations Staff is
available in the PC Lab!!***

Contact Us!!

- Email: CODSupport@acs-inc.com
- Call the COD School Relations Center
 - 1-800-4-PGRANT for Pell Grants
 - 1-800-848-0978 for Direct Loans
- COD Web Site (www.cod.ed.gov)



Questions?